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ABSTRACT

The overall goal of the Long-Range Program for Massachusetts' libraries is: to stimulate awareness and understanding of critical social issues and problems and to assist all individuals in reaching their highest potential for self-development. The means for achieving this overall goal are given as sub-goals. Sub-goal 1, shall be the further development of a coordinated network of libraries providing for organized patterns of referral. The objective of this sub-goal is to improve service in all types of libraries. Sub-goal 2, shall be the further development of library services and programs for persons with specialized needs. The objective of this sub-goal is to improve library service to specific groups. (Other State Plans are: LI 003985, 003986, and LI 003988 through LI 003993.) (Author/NH)

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ED 069320

THE COMMONWEALTH OF MASSACHUSETTS

DEPARTMENT OF EDUCATION

BUREAU OF LIBRARY EXTENSION

JUL 1 9 1972

MASSACHUSETTS LONG-RANGE PROGRAM

UNDER

LIBRARY SERVICES AND CONSTRUCTION ACT

(P.L. 91-600)

648 BEACON STREET

BOSTON, MASSACHUSETTS 02215

1972

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PURPOSE

This document has been prepared as the Massachusetts long-range program document required under the Library Services and Construction Act, as amended by P.L. 91-600.

The development of each area of the long-range program as stated in the Library Services and Construction Act as amended, requires:

1. the identification of present and projected needs
2. the definition of objectives to meet these needs
3. the development of action programs to meet these objectives
4. the establishment of policies, criteria, priorities, and procedures for:

    a. periodic evaluation
    b. dissemination of information
    c. coordination with all types of libraries and their programs
    d. allocation of funds for services
    e. public library construction grants
    f. interlibrary cooperation

Overall objectives by title are as follows:

Title I - Services

Grants are awarded to assist the States to:

1. develop and improve library service in geographical areas and to groups of persons without such service or with inadequate service
2. provide library service for:
    a. patients and inmates of State-supported institutions,
    b. physically handicapped,
    c. disadvantaged persons in urban and rural areas;
3. strengthen metropolitan public libraries which function as regional or national resource centers;
4. strengthen the capacity of the State library agency to meet the library and information needs of all the people.

Title II - Construction

Grants are made to the States to be used for public library construction. "Public library construction" is defined as meaning the construction of new public library buildings and the acquisition, expansion, remodeling, and alteration of existing buildings for use as public libraries, and the initial equipment of such buildings (except books). Architects' fees and the cost of the acquisition of land are also eligible expenses.

Title III - Interlibrary Cooperation

Grants are made to the States to be used for the planning, establishment and maintenance of cooperative networks of libraries at the local, regional or interstate level. Such cooperative networks should provide for "the systematic and effective coordination of the resources of school, public, academic and special libraries and information centers for improved supplementary services for the special clientele served by each type of library or center."

It is the intent of the state agency to seek advice from interested persons for the continual improvement and expansion of the long-range program.

CHANGING SCENE IN MASSACHUSETTS INSTITUTIONS

AFFECTING LIBRARY SERVICE

In recent years many new concepts pertaining to social values, life-styles, proper use of resources, and changing economic conditions have been introduced requiring changed attitudes on the part of citizens and changing roles for the institutions engaged in providing services to citizens.

We are particularly conscious of changing concepts which have a direct impact on library service and will influence its patterns of development within the next five years.

Many concepts regarding the health, welfare and education of citizens in Massachusetts are undergoing major changes. The services offered by libraries throughout the state should reflect these concepts and relate to service offered by other agencies. Through the years many persons have been institutionalized for reasons of mental or physical disabilities or unacceptable social behavior but now alternative programs for care are being instituted. The theory has been advanced and is now being tested that many persons can be rehabilitated if they are not completely removed from the community environment but are given the necessary assistance to function in a more "normal" way in the community. As a result, many youthful offenders formerly institutionalized are being sent to half-way houses where it is hoped they will experience a more normal way of life. Other children, formerly institutionalized because of physical and mental disabilities are remaining in the community. Those who require it are being assisted in mental health centers and/or special education classes. In the same way, many adults who formerly would have been institutionalized are also receiving assistance in mental health centers. Efforts are made to provide the necessary rehabilitative therapy for those adults who suffer physical disabilities and return them as soon as possible to the community. The theories of what constitutes an adult offender and how best to rehabilitate him are also being changed. The treatment of alcoholics and drug addicts in particular will reflect more emphasis on the medical aspects of their problems. Again the emphasis is on returning the individual to the community as soon as he is rehabilitated. Programs are to be geared toward rehabilitation and will include such facilities as half-way houses and work-release programs.

Agencies operating half-way houses have already approached the state agency and local public libraries for assistance. Because these programs are still in the experimental stage, it is unclear how libraries can be most effective in assisting them to meet their goal of rehabilitation and return to the community of the inhabitants.

The K-12 educational program, too, is undergoing major changes. For example, newly developed educational goals have recently been released by the Massachusetts Department of Education. Topics for discussion at the Spring meeting for school administrators include: open concept education, open campus, curriculum innovation, educational television, extended school year. Such alternate methods and concepts of teaching and learning as they become more common will have an increasing influence on the development of the school media programs. We anticipate that their influence will also be felt in the public library. Children enrolled in some of these alternative programs will have time during the morning and early afternoon hours when they will be free to visit the public library. This could result in a need to change the staffing pattern and hours of service in some of the public libraries. It could necessitate arrangements being made between the school administrators and public library to have school personnel assigned to the public library. One on-going public-school library cooperative project is now being conducted. In this instance a branch library is being supplied with additional materials, particularly non-print, to enable it to serve the high school students attending a home-based school with headquarters located near the library. The secondary function is to make these materials equally available to the other patrons of the library. From the evaluation of this and other public-school library cooperative projects, it should be possible to determine some realistic guidelines for the coordination of public-school library programs.

Colleges and universities faced with increasing enrollments and decreasing funds have been seeking ways of reducing costs. For the past few years there has been a trend toward the development of cooperative activities for a variety of purposes. One consortium, the Worcester Consortium for Higher Education, Inc. gives as its purpose: to increase the variety and range of educational offerings through cross registration and joint appointments of faculty, to expand community service and continuing education in the Worcester community, to work cooperatively on programs that save money. In other instances we find that the deans of graduate schools and the presidents of colleges are meeting to explore cooperative ventures. Upon occasion, administrative officers have made the original request for information concerning the interlibrary cooperative program.

BACKGROUND ACTIVITIES

The following activities have been undertaken in the development of the state-wide program:

1. An analysis of state and federal laws, rules and regulations governing library services.

2. Study of background papers.

   Arthur D. Little Planning Study, 1967.
   State-aided Regional Public Library Systems: An Evaluation, 1971.
   Survey of current services and materials in public libraries including 5-year projections, February 1972.
   Survey of public library building needs, March 1972.
   Survey of state institutional libraries, February 1972.
   Annual Reports of allied agencies: Mass. Commission for the Blind, Mass. Department of Mental Health, Mass. Bureau of Immigration.
   U. S. Census Bureau - Population statistics, 1970.
   Proposed Plan for Development of State Educational Media Services to Local Education Agencies in Massachusetts, June 1971.

3. Participation in planning.

   A. Meetings.

      Advisory Council Meetings, June 18, 1971; November 10, 1971; April 28, 197
      U.S.O.E. library program officer
      Regional Interlibrary Cooperative Groups - meetings with four groups
      State Institutions: Superintendents, staff at Departmental level, representatives of halfway houses, state and social agencies concerned with prison reform, education and rehabilitation, volunteer social action groups, public librarians, law librarians and legislators.

   B. Written comments

      Written comments have been solicited from interested librarians and persons in allied agencies.

4. Reports.

   Annual Reports of Regional Systems Activities.
   On-site visits and evaluations of public library and state institutional library special projects.

The Bureau and its Place in State Government

The Bureau of Library Extension, an administrative library agency within the State Department of Education, Division of Curriculum and Instruction, is the Bay State's general state-level library extension agency.

There are three additional state-level library agencies, each with separate administrative control:

1. The State Library, housed at the State House, and with its own State Library Board is primarily a legislative reference library for themembers of the Massachusetts General Court (the State Legislature). The President of the Senate and the Speaker of the House, by virtue of their positions, are two of the five members of the State Library Board.

2. State Archives which is organized under the Secretary of the Commonwealth is also located in the State House.

3. Legislative Research Bureau is responsible to the Massachusetts General Court and undertakes the research and studies relative to pending legislation as requested by individual legislators or legislative study commissions.

Recent state legislation has resulted in the reorganization of state government and the establishment of ten cabinet level positions under which all state governmental agencies have been placed. The incumbent Secretary for Educational Affairs and the first appointee to this secretariat took office in January 1972. The accompanying organization chart shows that the State Department of Education thru its Board of Education will report to him rather than to the Governor. The Secretary for Educational Affairs has 29 out of the 177 agencies in all state government reporting directly to him rather than to the Governor of the Commonwealth. It is too early to determine all the implications of the reorganization of state government but the potential is there for more cooperation and coordination of activities by state agencies with similar goals and objectives.

Within the State Department of Education, reorganization of Divisions and Bureaus is currently under study. The accompanying organization chart, dated September 28, 1971, for the Massachusetts Department of Education shows a new level of administration between the Commissioner of Education and the various Divisions. The proposed creation of another Division which awaits legislative action and the establishment of additional Bureaus subject to legislative approval are shown by dotted lines.

A bill currently under study in the 1972 session of the state legislature would restore Division status to the Bureau of Library Extension and change the name to Division of Educational Media and Libraries. Librarians, trustees, and others interested in libraries who endorse the bill are convinced that the Bureau needs Division status if it is to perform its role effectively in promoting more dialogue and cooperative interaction among libraries of all types.

Mandated Administrative, Advisory, and Regulatory Functions

1. Provision of advisory services for librarians, trustees, and other persons in charge of public, state and county institution libraries relative to all matters pertaining to the maintenance or administration of such libraries. Some of these services for public libraries have been delegated to the regional public library systems.

2. Expenditure and/or distribution of state funds for extension and encouragement of library services within the Commonwealth.

3. Development and administration of all state plans involving federal grants available to the Commonwealth for promoting library services.

4. Represent the Commonwealth in the receipt and disbursement of funds made available to the Commonwealth from any private source.

5. Certification of public libraries for state aid grants for free public library service.

6. Establishment of minimum standards of free public library service to qualify cities and towns for state aid.

7. Establishment of a comprehensive state-wide program of regional public library systems.

8. Determination by examination or such rules as it may establish the selection and appointment of supervising librarians and all other library workers paid wholly or in part by the Commonwealth under the authority of the Board of Library Commissioners.

9. Maintenance of a registry or placement-referral service of librarians to assist library trustees in securing qualified librarians and assistants.

10. Certification of and issuance of certificates to librarians

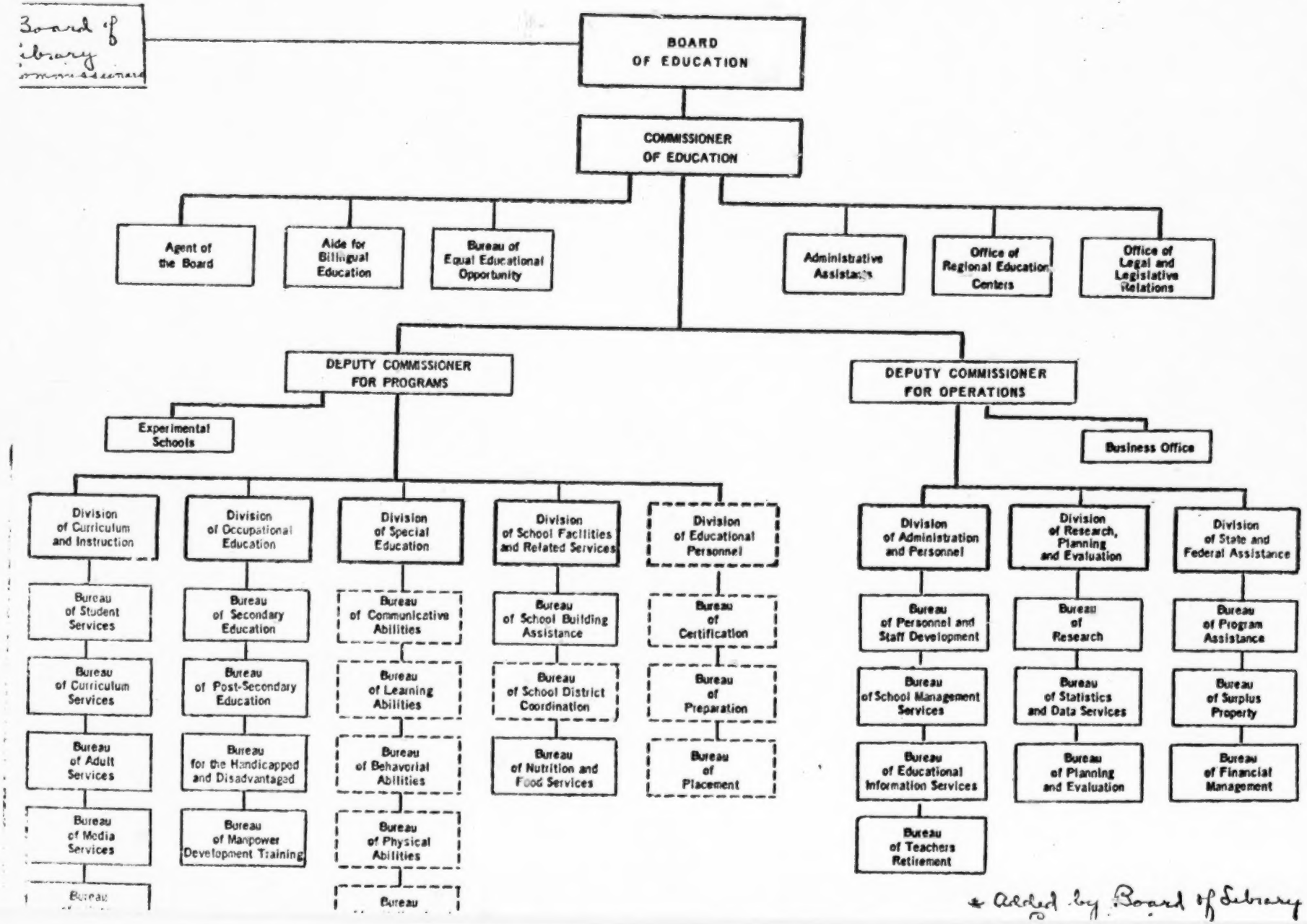
    a. Appoint an advisory committee of professional librarians to advise with Board of Library Commissioners concerning certification.

    b. Establish such rules and regulations not inconsistent with the law as are necessary and proper for conduct of the certification process. Provide for hearings.

    c. Maintain roster with names and business addresses of all persons holding certificates.

    d. Fix fees for issuance of certificates and their renewal.

11. Administer interstate library compacts involving the Commonwealth or any public or private library agencies with any other party states to the Interstate Library Compact Agreement. (Incumbent Bureau Director was sworn in by the Governor of the Commonwealth as the Compact Administrator for Massachusetts for all interstate library services.)


Board of Library Commissioners
BOARD OF EDUCATION
COMMISSIONER OF EDUCATION
Agent of the Board
Aide for Bilingual Education
Bureau of Equal Educational Opportunity
Administrative Assistants
Office of Regional Education Centers
Office of Legal and Legislative Relations
DEPUTY COMMISSIONER FOR PROGRAMS
DEPUTY COMMISSIONER FOR OPERATIONS
Experimental Schools
Business Office
Division of Curriculum and Instruction
Division of Occupational Education
Division of Special Education
Division of School Facilities and Related Services
Division of Educational Personnel
Division of Administration and Personnel
Division of Research, Planning and Evaluation
Division of State and Federal Assistance
Bureau of Student Services
Bureau of Curriculum Services
Bureau of Adult Services
Bureau of Media Services
Bureau
Bureau of Secondary Education
Bureau of Post-Secondary Education
Bureau for the Handicapped and Disadvantaged
Bureau of Manpower Development Training
Bureau of Communicative Abilities
Bureau of Learning Abilities
Bureau of Behavorial Abilities
Bureau of Physical Abilities
Bureau
Bureau of School Building Assistance
Bureau of School District Coordination
Bureau of Nutrition and Food Services
Bureau of Certification
Bureau of Preparation
Bureau of Placement
Bureau of Personnel and Staff Development
Bureau of School Management Services
Bureau of Educational Information Services
Bureau of Teachers Retirement
Bureau of Research
Bureau of Statistics and Data Services
Bureau of Planning and Evaluation
Bureau of Program Assistance
Bureau of Surplus Property
Bureau of Financial Management

* Added by Board of Library

BUREAU OF LIBRARY EXTENSION
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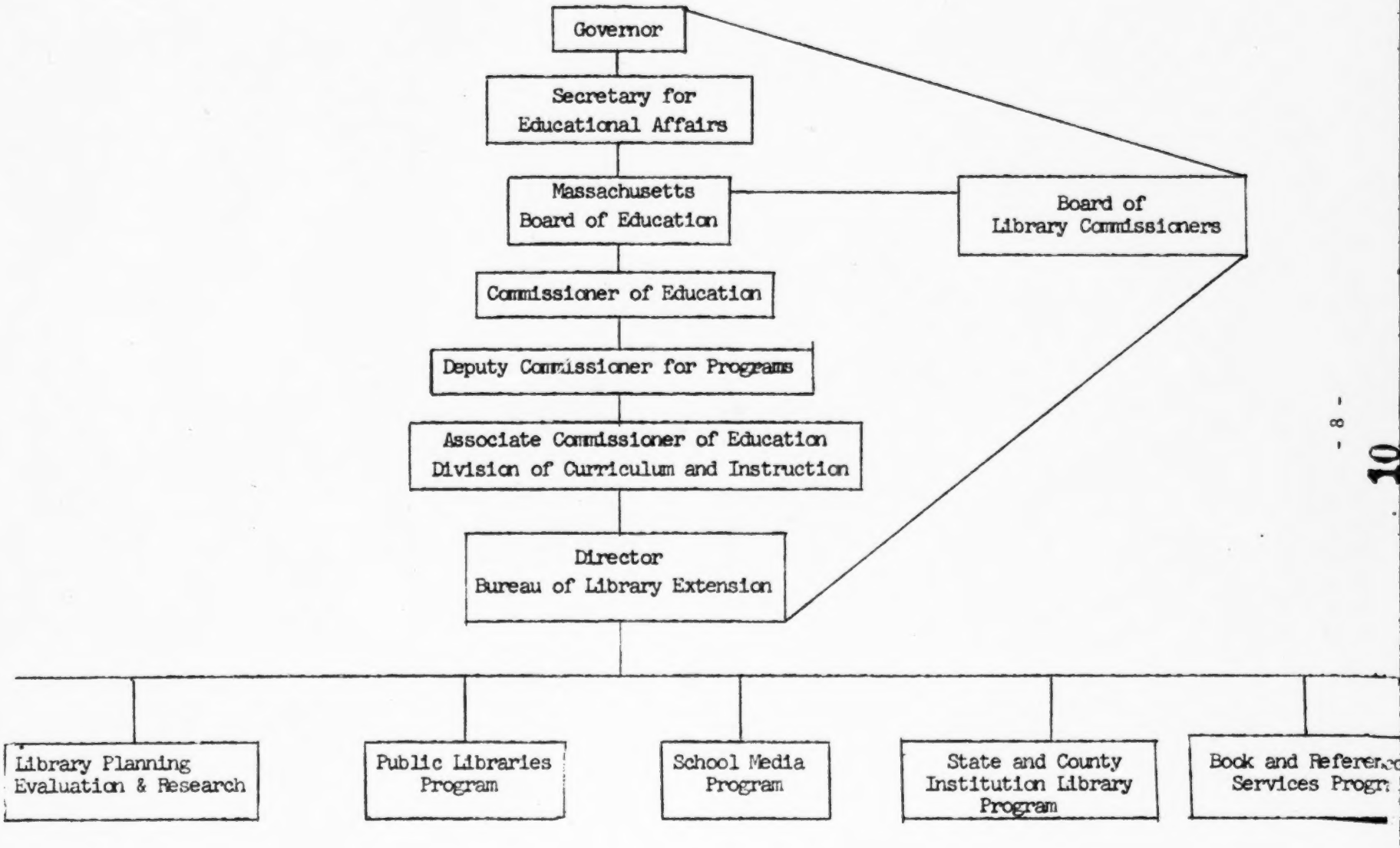


Dissemination of Information

It will be the policy of the state agency to provide appropriate dissemination of information concerning the long-range program. Copies of the complete document will be made available at the Bureau upon request and at each of the thirteen public libraries with whom the Board of Library Commissioners contracts for the provision of services. The complete long-range program will be deposited as an ERIC document so that it will be available throughout the country.

A summary of the long-range program will be distributed to all public libraries, school libraries, academic libraries and interested special libraries in Massachusetts.

A brief release will be prepared for distribution to the general public and to members of the mass media.

Evaluation

The state agency recognizes the need for better evaluation techniques and standards of measurement. It is the policy of the state agency to develop more appropriate instruments: 1. To assist librarians in the self-evaluation of their own library services 2. To assist librarians in evaluating the service and programs of those responsible for regional public library systems and regional interlibrary cooperation.

COORDINATION OF LIBRARY PROGRAMS

It is the policy of the state agency to seek the coordination of library programs among various types of libraries.

State level coordination of school and public library programs is achieved by virtue of the organizational arrangement of the State Department of Education which places the administration and operation of both programs within the Bureau of Library Extension. Monthly meetings of the professional staff are held at which the programs of both sections are discussed and information exchanged. Activities are conducted jointly in such areas as right to read programs, workshops, etc.

Coordination of programs with institutions of higher education are made via the representative on the State Advisory Council on Libraries, meetings with representative groups, and wide dissemination of information on the L.S.C.A. Title III program.

STATE ADVISORY COUNCIL ON LIBRARIES

A State Advisory Council on Libraries has been appointed to advise the State Agency on the development of the State Plan and on policy matters arising in the administration of the Plan and to assist the State Library Agency in evaluating library programs, services, and activities under the State Plan.

Persons appointed to the Advisory Council are boradly representative of public libraries, school libraries, academic libraries, special libraries, institutional libraries, and users of such libraries.

Meetings are held several times during the year.

Section II

GOALS STATEMENTS

Overall goal for library service in Massachusetts shall be to stimulate awareness and understanding of critical social issues and problems and to assist all individuals in reaching their highest potential for self-development.

Sub-goal #1 shall be the further development of a coordinated network of libraries providing for organized patterns of referral.

Objective shall be improved service in all types of libraries.

Sub-goal #2 shall be the further development of library services and programs for persons with specialized needs.

Objective shall be improved library service to specific groups.

Section III

Sub-goal #1 shall be the further development of a coordinated network of libraries providing for organized patterns of referral.

Objective shall be improved service in all types of libraries:

a. State agency

Regardless of the organizational pattern, the state agency needs additional personnel in such areas as automation, planning, evaluation, service to special groups.

The Massachusetts Bureau of Library Extension is the only agency in the State which has regular contact with and legal responsibility for the total library enterprise in the Commonwealth. This fact dictates that it initiate, establish, and exercise the primary leadership function and direction of the Commonwealth's total library effort.

The statutes establishing the basic framework for administering the state program of library services are found in the General Laws of the Commonwealth: Chapter 15, Sections 9-12; Chapter 31, Section 5; Chapter 78, Sections 1-32.

The Commonwealth of Massachusetts is committed to excellence in library service. Past action such as the establishment in 1890 of the first state library extension agency in the nation; and more recently in 1960 the establishment of both direct state aid for public library services in municipalities and of state-wide state-funded regional public library systems are examples of this commitment.

The Massachusetts Bureau of Library Extension is guided by a five-member Board of Library Commissioners appointed by the Governor for staggered terms of five years. The Board of Library Commissioners is under the general supervision and control of the Board of Education. Both the Board of Library Commissioners and the Bureau of Library Extension realize that library resources, programs, and services must be more effectively marshaled and coordinated in an integrated network to produce the media resources and information services needed for those of all ages who engage in formal or informal education activities or who individually seek print and non-print materials for education, recreation; or aesthetic appreciation.

The broad policy of the Board of Library Commissioners is the focal point for the activities of the Bureau of Library Extension. It is the policy of the Board of Library Commissioners to promote, support and implement the development and maintenance of adequate public, school, and specialized library facilities and services throughout the Commonwealth in whatever form and by whatever means will assure the most effective and most beneficial services to the residents of the State. In implementing this policy, the Massachusetts Bureau of Library Extension recognizes a responsibility to serve as a change agent--since progress in this area requires a rethinking and change of traditional library roles.

STATE-WIDE LIBRARY DEVELOPMENT

Public Libraries

In 1972, all 5,689,170 Massachusetts residents have public library service available locally. Within the state's 351 cities and towns, there are 385 public libraries which maintain separate identities with their own governing boards. All but the 3,301 persons who reside in 6 of the state's 351 cities and towns have at least one local public library, and regional bookmobile service is available to them.

Local Support

In 1970, total public library income reported by 373 of the 385 public libraries was $31.1 million. This averages out to a state-wide per capita support of $5.50. Although this per capita average public library support of the Bay State's local public libraries places Massachusetts high on a list in comparison with local public library support in other states across the nation, it falls short of the $6.00 per capita appropriation set forth in the 1970 revision of the state aid to public libraries law as a guideline establishing a municipality's eligibility. According to American Library Association figures on Costs of Library Services: 1971 for public library systems which meet minimum standards even this $6.00 per capita support is considered to be insufficient to provide adequate public library services for population units of less than 200,000.

Only 20 percent of Massachusetts municipalities appropriated $6.00 per capita for public library service in 1970. Only one municipality in Massachusetts has a population in excess of 200,000; and 222 of the 385 public libraries are located in municipalities of less than 10,000 where the average public library support in 1970 was less than $4.00.

Direct State Aid Grant

The direct state aid grant program authorized by a 1960 law provides additional funds as an incentive to those local public libraries which meet (or endeavor to meet within a specified period of time) minimum standards adopted by the Massachusetts Board of Library Commissioners. In 1971, 292 out of 351 of the Bay State's municipalities were certified for state aid grants for free public library service and payments to these municipalities totalled $1,249,071. Of the remaining 59 municipalities, 11 are ineligible to participate (5 appropriate no public funds for libraries and 6 have no local public library); 21 chose not to participate. In 1972, the state aid grant appropriation to the Bureau of Library Extension for this program totals $2,117,149. The budget will be $2,855,735. for 1973 grants if the 1972 state legislature takes favorable action on a bill to increase the funds for this program.

Personnel

Inadequate financial support at the local level limits the number of trained personnel capable of guiding and stimulating individuals and groups in the use of the library's educational, informational and recreational materials.

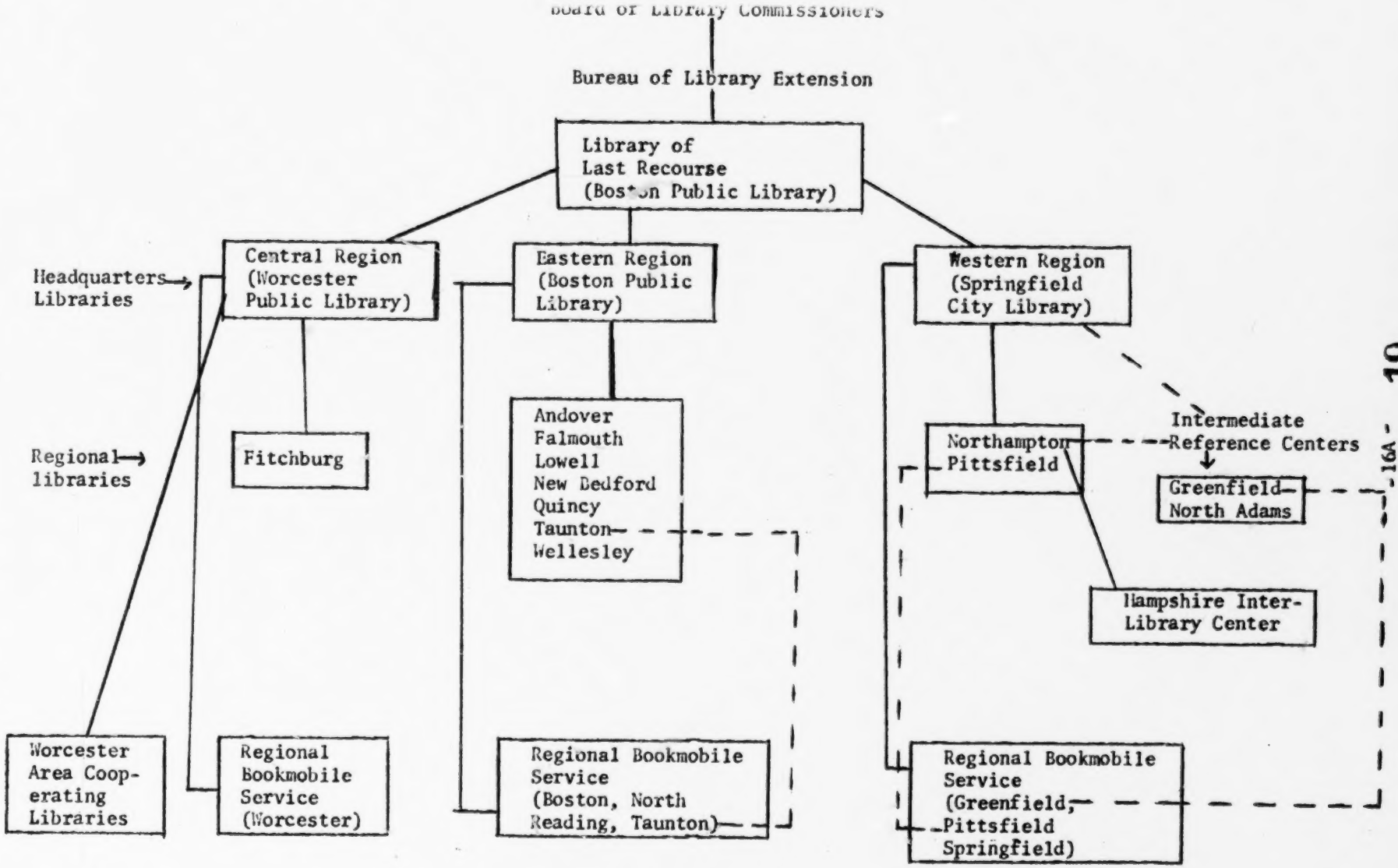
Fifth year library school graduates should be represented on the staffs of all public libraries serving populations of 5,000 or more according to American Library Association standards. A tabulation of returns on a 1971 personnel questionnaire to public libraries revealed that a fifth year degree in library science is held by:

1. Only 9 % of the chief librarians in Massachusetts
2. 383 persons in only 104 of the 385 local public libraries
3. Employees in only 8 of the 69 libraries in the Central Region
4. Employees in only 10 of the 104 libraries in the Western Region
5. Employees in 86 of the 212 libraries in the Eastern Region

College graduates (with a bachelor's degree) employed in local public libraries total 852. Less than 5 per cent of these are chief librarians in the 142 municipalities of less than 5,000 population.

Regional Public Library Systems

The comprehensive program of regional public library services, comprised of the Library of Last Recourse and 3 Regional Public Library Systems encompassing the state and 374 of the 385 municipalities, makes possible the sharing and use of services of trained personnel by all the residents within a Region—as well as the resources of 15 libraries which have agreed to extend certain specified library services beyond the geographical limits of their municipality. The appropriation for this program totals $2,566,983 for fiscal 1972. If favorable action is taken on a bill under consideration by the 1972 state legislature, the fiscal 1973 appropriation for the Library of Last Recourse and the 3 Regional Public Library Systems could be $3,711,374.20.



Organization of Regional Public Library System in Massachusetts

State-Wide Library Development

School Libraries or Media Centers

With today's education concept, it is essential that schools be equipped and prepared with learning materials and school media programs of sufficient strength to be central to the learning process.

When the textbook was central to the instructional process, education and learning was teacher-centered and the school library was considered by many to be an educational frill.

Now that education and learning is focused on the integrated materials approach, and there is general acceptance that instructional materials should include all forms of print and non-print media, learning is thought of in learner-centered terms. This calls for a systems approach with the matching of materials and students by persons capable of bringing programs and materials together.

Public and Non-Public Elementary and Secondary Schools

Massachusetts has 439 public school systems and 2,442 public schools. Its non-public elementary and secondary schools total 603.

In 1971, the supervisory staff of the Bureau's School Library Program undertook an evaluation of the impact of the Federal Elementary and Secondary Education Act Title II program between 1966 and 1970 on the development and/or improvement of school libraries or school media centers. On-site visits were made to more than 600 of the approximate 3,000 schools in the Bay State; the others were asked to complete and return a questionnaire. In all, 2356 public schools and 200 non-public schools participated in the evaluation.

Findings in Evaluation of School Media Centers

Schools (Public, Regional, Private) with
1. Central School Library/Media Centers 1,633
2. Professional School Librarians/Media Specialists: 876

School Media Center Facilities in Public Schools
1. Expenditures for School Library Resources (Print and Non-print) in 50% of the 430 public school systems averaged $3.00 per capita. Although an improvement over previous years, Massachusetts has a long way to go to approach the recommended expenditure in the 1966 edition of Standards for School Media Programs; ie. 6% of the national average for per pupil operational cost or $40.00 per pupil.

Growth of Media Services in Massachusetts Public Schools between 1966 and 1970:
1. Staff: professional media staff increased 79% (from 474 to 859) The recommended national standard of one full-time media specialist for every 250 students or major fraction thereof is far from being attained as yet in Massachusetts.
2. Facilities: schools with libraries or media centers increased 70%(from857 to 14
3. Resources: in 1970 in school libraries totalled 5,470,796 books and 1,775,566 audio visual items; ie. 4.7 books per pupil and 1.6 audio visual items per pupil. National standards recommended 20 volumes per student or at least 6,00

to 10,000 titles whichever is greater. Standards for audio visual items differ as to type but Massachusetts is far from attaining them.

State Aid to School Media Centers

Non-existent are state funds to meet the needs for school library development, to stimulate and initiate media application and utilization in local school systems, to establish coordinated state-wide services in educational media to local educational agencies.

Federal Aid to School Media Centers

Between 1966 and 1971 a total of $12 million in federal funds was administered by the Bureau for school library resources to approximately 90% of the Bay State's 2,442 public and 603 non-public elementary and secondary schools. These grants to public and non-public schools served to establish centralized media centers or to strengthen existing centers in schools but more significantly, these grants provided in very many schools the only additional materials available to teachers and students aside from the textbook.

In fiscal 1971, 914 applications for federal funds for school media center resources were filed with the Bureau by 2,508 public and non-public elementary and secondary schools with 1,168,603 pupils. The grants totalled $1,948,644.

State-Wide Library Development

Institutions of Higher Education

There are 115 institutions of higher education in Massachusetts. Of these 30 are public and 85 are privately-supported institutions.

Up to date data needs to be compiled about their libraries, their library programs, and the extent to which each library would be willing to be involved in inter-library cooperative activities. See separate paper entitled Interlibrary Cooperation.

Education for Librarianship

In Massachusetts, Simmons College School of Library Science offers the only graduate library school program accredited by the American Library Association. Its main thrust is the library education program which culminates in a master's degree. There are occasional continuing education programs to acquaint practising professional librarians with new theories and technology which have developed since their formal education program. Presumably, Simmons would engage in more of these activities if funds were available to underwrite the costs for participants.

The following thirteen institutions of higher education offer courses in library science which attract enrollees who (a) wish to qualify for positions in school libraries (b) seek upgrading within the library systems in which they are employed (c) wish to establish eligibility as a candidate for professional certification via examination; or, (d) are complying with library training requirements set forth in the minimum standards used by the Board of Library Commissioners in determining the eligibility of municipalities for direct state aid grants: Atlantic Union College, South Lancaster; Boston University; Bristol Community College, Fall River; Cape Cod Community College, West Barnstable; Mt.Ida Jr. College, Newton; North Shore Community College, Beverly; Northeastern University, Boston; and the State Colleges at Bridgewater, Framingham, Salem, Westfield, and Worcester.

The library science program at Boston University can culminate in a master's in education degree but enrollees are not limited to degree candidates. The courses in this program are of interest to persons desiring to qualify for a school librarians certificate under Massachusetts Law.

Three institutions offer an associate of arts degree for a library technician training program: Bristol Community College, Worcester Jr. College, and Mt. Ida Jr. College.

The State Colleges at Bridgewater and Worcester offer their undergraduates a school librarian program of study in addition to programs to train elementary and secondary school teachers. Thus, these two colleges offer courses of study which can culminate in a bachelor of education degree, and equip their graduates with the necessary education and library science courses to qualify them as school librarians under the Massachusetts school librarian certification law.

State-Wide Library Development

Special Libraries

Special libraries in Massachusetts have increased from 221 as reported in 1961 to 282 libraries as of November 1971. Special libraries as defined by the forthcoming SLA publication NEW ENGLAND DIRECTORY OF SPECIAL LIBRARIES are those libraries with special collections which are subject-oriented. Included among these libraries are those serving industry, government, public and academic clientele.

Out of necessity, cooperation among special libraries has always been a vital part of their existence. Because of cooperative programs, special librarians have been able to issue the seventh edition of a computerized publication titled UNION LIST OF SERIAL HOLDINGS FOR SIXTY-EIGHT LIBRARIES. They are also in the process of compiling the NEW ENGLAND DIRECTORY OF SPECIAL LIBRARIES which will be available in September 1972. Plans are to keep the publications as ongoing projects to be updated every two or three years.

Although special libraries, in the past, were a relatively closed, self-sufficient group, having been given the budgetary restrictions which many small libraries experience, there is a growing indication of their reaching out to other types of libraries to augment limited resources.

As part of the expanded cooperative program, the State Library Agency acted as host for a group of special librarians from Boston and environs. With an introduction to this Agency, the librarians have become increasingly aware of the growing ties among all types of libraries which require inter-library cooperation in an open exchange of information.

Services offered by the State Agency with the assistance of interlibrary cooperation have resulted in LIS/MEX (Library and Information Science Meetings Exchange), a published calendar of meetings for participating associations, library clubs, etc. Regular distribution of the publication goes from the Agency to libraries throughout the State.

Interlibrary Cooperation

Library networks are still in an embryonic state in Massachusetts. There is one state-wide organized interlibrary cooperative network (the state-wide regional public library systems). The next two most advanced groups: the Hampshire Interlibrary Center and the Worcester Consortium for Higher Education of which the Worcester Area Cooperating Libraries is a section are incorporated. They have full-time staffs and a variety of on-going activities.

In a much less developed state are the following:

1. The Southeastern Massachusetts Cooperating College Libraries (Bridgewater State College, Wheaton College, Stonehill College and Southeastern Massachusetts University) is an informal group making tentative arrangements for the enlargement of the group to include other types of libraries and to become more formally organized. Their major activities to date include a union list of serials a special telephone line, and a delivery service for the transport of interlibrary loan materials.

2. The Boston Area Cooperating Libraries (Boston Public Library, Boston College Library, Boston University Library, Brandeis University Library and Tufts University Library) is an informal group with tentative arrangements for the enlargement of the group and a more formal organization. Activities to date include joint acquisition of expensive materials, and participation in a delivery system emanating from the Boston Public Library which includes also approximately 25 public libraries.

3. A group of libraries in the Greater Springfield area have been meeting informally. Their major activity has been the production of a union list of serials.

4. A group of libraries in Franklin County have been engaged in exploratory discussions to determine activities in which they can participate cooperatively.

These networks are primarily limited to college and public libraries. One group also includes special libraries and two in the formative stage are considering both special and high school libraries.

Obviously all these libraries realize that they cannot meet all the demands made upon them from their own resources. Cooperative activities have become an economic necessity. However they all recognize that cooperative activities require substantial planning and continual decision making.

Librarians are showing a willingness to explore and discuss cooperation. However there is little knowledge as to how to proceed in most instances. The only group which has hired a professional to plan and develop programs and provide continual evaluation is the Worcester Area Cooperating Libraries. There is an obvious need for more personnel with appropriate qualifications at both the state and the local level to work with cooperative groups.

The Arthur D. Little planning study conducted in 1967 identified some basic needs, one of which was a method of locating materials. Librarians continue to emphasize this as a basic need. The state-wide computer network to provide on-line information concerning the holdings of member libraries, which was envisioned by the A.D. Little study was to be state supported. This recommendation has not been received favorably although gradually more librarians are realizing the very basic need for methods of locating materials rapidly as well as the need for good communications and delivery systems.

Alternative methods of computerizing library holdings are being developed by others, such as the New England Board of Higher Education NELINET program and some commercial firms.

Total library resources can only be tapped easily when the knowledge of what resources are available and where they are located is known. The limited experiments conducted to date indicate that the most used resources are those located nearby. For this reason we advocate the development of regional networks which cut across types of libraries in all areas of the state. At least one library in each regional network should be part of a network for a larger group. At this point in time public libraries provide this kind of link as do some college libraries albeit in a less developed way, e.g., state colleges; the potential regional network via NELINET. We see the development of activities to enhance the value of the regional networks. Such services as union lists of serials, delivery services, communications networks, and the like can be tapped by present and future networks. All must work to implement a program which will continue to provide basic services but will also allow for the development and implementation of innovative and imaginative programs of services.

Section IV

Sub-Goal #2 shall be the further development of library services and programs for persons with specialized needs.

Objective shall be improved library service to the following groups:

Library Services to the Institutionalized

Library services in institutions have improved since the inception of the LSCA Institutional Library Services program but still lag far behind those recommended in the American Correctional Association's 1966 standards and the 1970 Association of Hospital and Institution Libraries, ALA standards.

The 47 State Institutions in Massachusetts which are under the jurisdiction of the Departments of Correction, Mental Health, Public Health and Youth Services had a total population of 24,359 in 1971. 14 of the 47 institutions have no library facility, 7 others have little more than a few shelves of discarded books. Libraries have been established in 9 institutions and improved in 11 others with LSCA grants but the two most important elements for effective library service, personnel and library budgets, are lacking. The most recent survey (1972) of State Institutional Libraries shows that only 12 of 47 institutions have a library budget and that there is not one professionally trained librarian employed at either the institutional or departmental level.

Emphasis in treatment of the institutionalized has shifted from custodial supervision to rehabilitation and reintegration into the community. However, since development and implementation of the community center concept depends largely on the State legislature's funding as well as community approval it will be some time before the large institutional facilities will be eliminated and there will always have to be some institutions for those who cannot become part of the larger society.

The greatest need is for full-time trained librarians and established library budgets. Both of these needs, and others were defined in the 1967 Arthur D. Little Study of State Institutional Libraries but few of the recommendations formulated by the study five years ago have been achieved.

The study recommended recruiting a librarian for each institution; there are 16.5 non-professional librarians serving 47 institutions. A per capita expenditure of $20 for minimal library service in institutions was recommended; actual total per capita expenditure in 1971 was $1.42.

Book collections vary in quality with the majority consisting of worn, outdated, inappropriate donations. The collections which are relatively good will deteriorate as the years pass with no replacements because of the lack of a continuing library budget. Most institutions need complete reference and non-fiction core collections. Few institutions have foreign language, high-interest low vocabulary, large-print books, and none has them in sufficient number. All institutional libraries are deficient in non-print materials and special equipment. Lack or inappropriateness of print and non-print materials precludes the possibility of effective rehabilitative library programs within the institutions and keeps them from being the combination public/school/recreational libraries they should be.

The infrequent use of inter-library services of any kind demonstrates the lack of communication between institution libraries and public, school, regional and special libraries. Lines of communication must be established between departments and institution libraries, administrators, staff and librarians within the institutions, institution and institution, institutions and other libraries. A coordinated effort is necessary if the present fragmented, disorganized, ineffective service offered by institutional libraries is to be rectified.

Public libraries have begun to play a role in service to institutions. This avenue must be supported and enlarged both because of the inability of state institutions to establish professional library positions and library operating budgets and because many persons who in the past have been institutionalized are now becoming community residents.

Current planning calls for projects which will improve existing library services within the institutions, establishment of new services, experimenting with alternative programs, providing more extensive publicity, greater use of outside libraries.

Improvement of institutional library services is slow but not impossible. Progressive and realistic programs, supported by legislation, inter-departmental cooperation and an informed and aware citizenry could bring about desired results.

Objectives of Library Services to the Institutionalized:

1. Fund projects to establish libraries within those institutions which have a resident population of 100 or more and which give evidence of staff and administrative support via the provision of a budget for staff and materials.

2. Fund projects to improve existing facilities, i.e., facilities in which there is a staff member assigned to the library, a library budget, and evidence of administrative and staff support. All other things being equal, priority will be given to institutions serving the greatest number of persons.

3. Fund projects when feasible, which include contracting with outside agencies, e.g., libraries, for services and/or personnel.

4. Encourage eligible departments to establish and fund one supervisory position in library services at departmental level.

5. Encourage superintendents of institutions which have a resident population of 100 or more to establish one position for a trained librarian within the institution.

6. Fund one consultant position to develop and coordinate program at State Library agency.

7. Train staff, inmates and residents and recruit and train volunteers in basic library techniques. Study the feasibility of using new audio-visual techniques, e.g., video tape, film loops, etc. to provide training courses for library aides, para-professionals, etc.

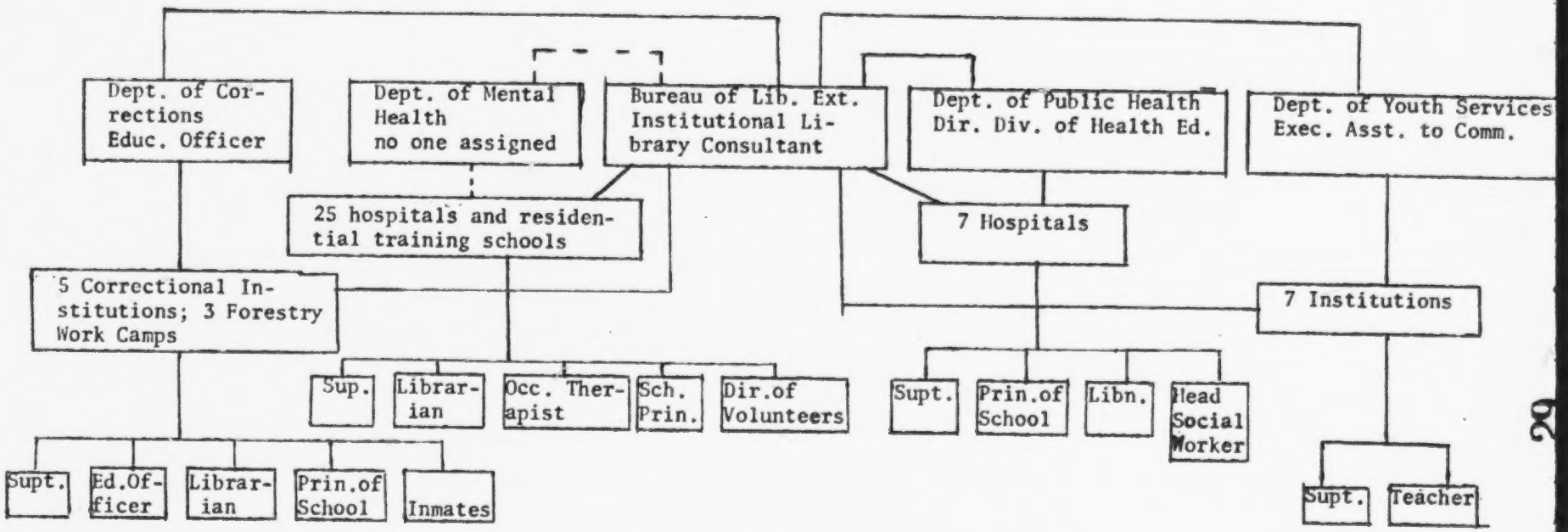
8. Fund projects which will make available such services as inter-library loan and deposit collections and such materials as films to institutions with resident populations of less than 100 and for the newly established halfway houses and community centers.

9. Provide appropriate legal research materials to correctional institutions for the use of inmates. Inmates and staff to be trained in methods of legal research and bibliography.

10. Appoint committee to develop standards for institutional library services more suited to institutions within the State than are national standards so that implementation will be possible within five years.

11. Publicize the needs of institutional libraries to local communities, other libraries, legislators, public and private social agencies.

ORGANIZATIONAL CHART FOR INSTITUTIONAL LIBRARY SERVICES



Library Services to the Physically Handicapped

The total number of physically handicapped in Massachusetts is not known. Based on national estimates, it is assumed to be in excess of 60,000. The one reasonably accurate statistic available is the number of persons registered as blind. As of December 31, 1970, the figure was 11,193. The Massachusetts Commission for the Blind which collects and analyzes statistics on blindness indicates that there has been a constant increase in the number of blind over the past 18 years due to the increasing span of life. In the meantime the number of blind in other age groups has decreased in proportion to overall population.

Library services to the handicapped are currently being provided by several agencies, none of which has library services to the handicapped as its major goal. Actually emphasis should be placed on the words library services not handicapped and the handicapped should be able to receive as many as possible of the services which they need from the same sources as other patrons whether this be in a public, school, academic or special library. Because the materials they need are often unique there needs to be a special effort to organize channels and resources to backup the requests which cannot be readily filled in the regular libraries. This could be referred to as an interlibrary loan system. However this would differ from regular interlibrary loan in that it could well mean that the required book would need to be transcribed into Braille or onto a talking book. An agency needs to be found to handle this kind of referral.

Because many handicapped persons are isolated, emphasis should be placed on coordinating library programs with the agencies providing other services for them. These agencies can be used to introduce their clients to library services and recommend ways in which library services can be improved.

Objectives of the Program for the Physically Handicapped are:

1. To redefine and clarify the roles of various agencies in carrying out the library program for the physically handicapped: e.g., Perkins School for the Blind, Mass. Commission for the Blind, Mass. Bureau of Library Extension, Regional Public Library Systems, municipal public libraries.

   Currently, Perkins School and Mass. Commission for the Blind officially handle the Library of Congress program with participation by the Regional System Libraries and interested public libraries while the Mass. Bureau of Library Extension and Regional System Libraries and interested municipal libraries are providing the service under the Library Services and Construction Act. The roles among these agencies have been undergoing a slow change and need to be redefined with the expectation that more services will be provided by the public library sector than are currently available.

2. To provide an effective state-wide program of information and education in order to achieve a much greater understanding and utilization of library services on the part of handicapped persons and the individuals and organizations who serve them.

Efforts to publicize the library services have been primarily geared to public libraries to alert them to their responsibilities and to inform them of the present sources of materials for the handicapped. Limited efforts have been made to alert the handicapped and the agencies serving them to available services.

3. To provide via the regional systems the specialized materials and equipment needed to assist public libraries to make available to the handicapped in so far as possible the full range of library services available to other patrons.

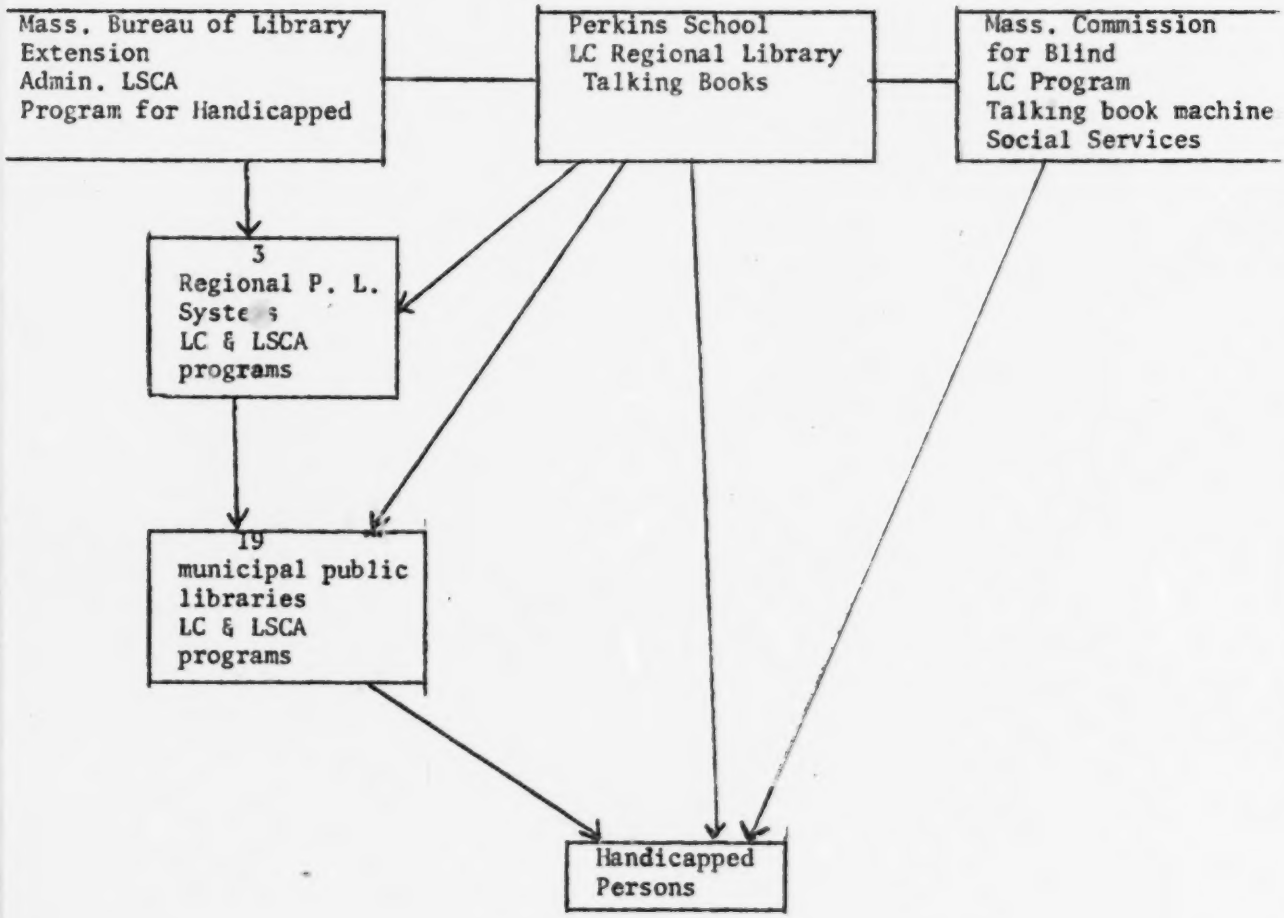
   Efforts have included purchase of large-print materials and some magnifying lenses. There is a continuing need for these items. Additional types of specialized equipment are needed to illustrate what is available and to begin to provide for handicapped.

4. Provide grants to selected public libraries for the extension of services to the handicapped based on present resources, staff capabilities, and areas with great need.

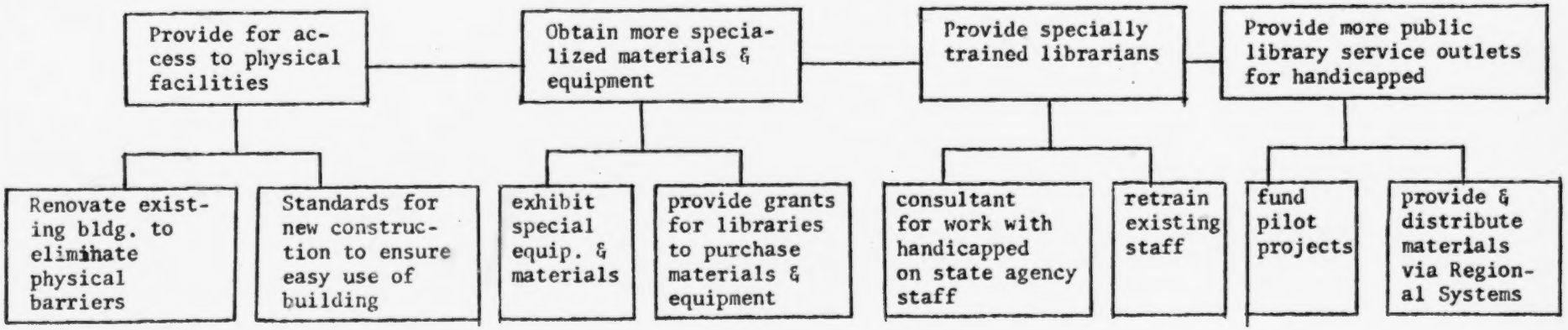
5. To provide a sound system for financing library services which insures that continuing adequate support for the program will be provided which permits the participating agencies to plan for change and improvement in services.

6. To provide for training of librarians to make them more proficient in working with the handicapped.

Sources of library Services to the Handicapped



Improved Library Services to Physically Handicapped


Provide for access to physical facilities
Obtain more specialized materials & equipment
Provide specially trained librarians
Provide more public library service outlets for handicapped
Renovate existing bldg. to eliminate physical barriers
Standards for new construction to ensure easy use of building
exhibit special equip. & materials
provide grants for libraries to purchase materials & equipment
consultant for work with handicapped on state agency staff
retrain existing staff
fund pilot projects
provide & distribute materials via Regional Systems

Library Services to Older Adults

Ten percent of the population in Massachusetts is age 65 or over. These persons need the full range of library services available to all patrons. This includes facilitating the use of libraries through improved library design and the scheduling of programs designed to meet their special needs and interests at times and places convenient for them. In addition, they need large print books, audio-visual materials and equipment, home delivery service, and service in nursing homes.

The older citizen should be included in the planning process when designing special services and programs for their age group. Librarians should also coordinate their activities with other agencies and groups concerned with the needs and problems of the older adults.

Few libraries are providing sustained, well-organized programs and services for older adults in comparison to the programs and services for children. There are a number of reasons for this:

1. Lack of demand for service by older citizens
   a. some have never developed an interest in reading
   b. vision problems limit their ability to read
   c. willingness to accept library as is and not make demands upon it.

2. Service to children fills all available staff time.

3. Librarians are not aware of the kinds of services and programs that appeal to older adults.

Objectives of library service to older adults:

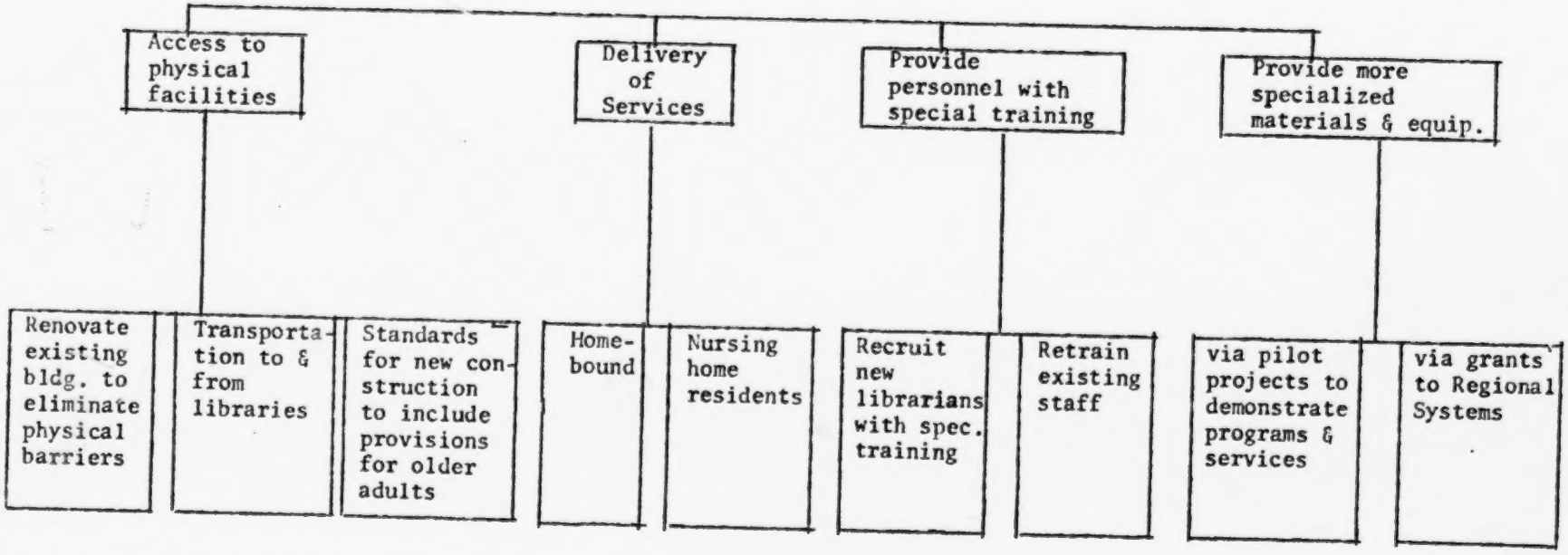
1. To provide via the regional systems and local public libraries the specialized materials, e.g. large-print and audio-visual which have appeal to older adults.

2. To provide for training of librarians to make them more proficient in working with older adults.

3. To provide an effective state-wide program of information and education in order to achieve a much greater understanding and utilization of library services on the part of older citizens and the individuals and organizations who serve them.

4. To coordinate library activities with agencies providing other services to older adults.

Improved Services to Older Adults


Access to physical facilities
Delivery of Services
Provide personnel with special training
Provide more specialized materials & equip.
Renovate existing bldg. to eliminate physical barriers
Transportation to & from libraries
Standards for new construction to include provisions for older adults
Home-bound
Nursing home residents
Recruit new librarians with spec. training
Retrain existing staff
via pilot projects to demonstrate programs & services
via grants to Regional Systems

Library Services to the Unemployed and Low Income

Massachusetts has a substantial number of low income and unemployed persons. Many of the low income and unemployed fall into the classes of unskilled and semi-skilled laborers whose jobs have become obsolete because of technological developments. Another group of unemployed are the highly trained professional workers who have become unemployed because changing national priorities have made their very specific highly technical training obsolete. The highly trained in many instances require only limited retraining to again have marketable skills; the semi-skilled and unskilled generally require much more training. In some instances, they require basic reading and writing skills. For the highly trained, there is a need for such materials as technical books, career information including the preparation of résumés, training films. For the poorly educated, there is a need for equipment such as teaching machines, career information in simple English, and how-to-do-it books.

There is a need to coordinate programs and seek the advice and planning assistance of the Employment Security Agency and other community agencies involved in career preparation or placement.

Objectives of library service to low income and unemployed:

1. To provide for training of librarians to make them more proficient in working with the low income.

2. To provide job opportunities in libraries for members of the low income groups.

3. To relocate service outlets when necessary to bring library service within easy physical access to the low income.

4. To provide a variety of media in programs of service designed to serve the low income .

5. To establish local advisory groups for consultation concerning the organization of service units and the development of programs of service relating to their areas of the community.

Library Services to Non-English Speaking Residents

Massachusetts ranks seventh in the number of aliens in the population for states within the United States. Many of these aliens are from non-English speaking countries. In addition their customs and mores are often quite different from those of the United States. They need to be made aware of the customs of their new land while retaining pride in the customs of their homeland. They need assistance in learning the English language. A specially equipped library can serve as a refuge where immigrants and newcomers of all ages will feel at home. It can be a haven within which attempts to venture in the stream of American life may be planned and begun in a friendly understanding atmosphere. Encouragement and the incentive to step outside into the American world can be quietly persistent, couched in terms they understand.

Objectives of library service to non-English speaking:

1. Provide for pilot projects in communities with a high proportion of immigrants if the library staff and community have the ability to inaugurate and sustain a specialized service.
   a. Ability to locate and purchase foreign language materials on the proper level.
   b. Knowledge of suitable audio-visual materials.
   c. Ability to locate and train staff from the community to be served.

2. Provide via the Boston Public Library and regional systems a supply of foreign language materials for loan to local public libraries when the number of foreign speaking/reading residents justify it.

3. To provide training opportunities for librarians to make them more proficient in working with non-English speaking.

Special categories of users served by types of libraries

Residents by groups	Public 385	School	Institutional 46 Institutions	Academic 114	Special	State A
Pre-school children	materials (print & non-print) programs	Headstart, nursery schools, etc. Materials & programs				book de
Students (all ages)	those in informal programs; quiet study areas; paperbacks; training programs in use of materials	K-12	K-12 Correspondence college level courses	enrolled students other by regional/ state ILL programs	ILL only	supplem K-12
Employed adults	print & non-print techniques of daily living communication skills, informational needs	professional collection for staff	staff libraries	teaching & research materials for staff	needs of industry, e.g. research staff, needs of government officials, proprietary information, control of	profess librari
Unemployed: disadvantaged & professionals	job-oriented materials how-to-do-it materials; other materials same as working adults, paperbacks, periodicals		Tie-in with public libraries to prepare for employment			
Non-English speaking	foreign language materials; easy materials in English A-V materials to span language barrier	curriculum-oriented materials to meet their needs	foreign language materials; A-V materials to span language barrier; easy materials in Eng.			
Elderly	large-print materials; A-V materials & equip. home delivery when needed; specialized programs		large-print materials A-V materials & equip. Specialized programs			
Handicapped	specialized materials & equipment; delivery service when needed; procurement of unique items	specialized materials & equip. to meet curriculum needs	specialized materials & equipment; procurement of unique items; specialized programs	specialized materials and equipment; procurement of unique items		
Institutionalized	deposit collections ILL service; film programs; Reference	Curriculum materials	basic library programs & services	Support college level courses offered in institutions by supplying supplementary	legal research materials in Corrections; medical materials	book de

Special categories of users served by types of libraries

	School	Institutional 46 Institutions	Academic 114	Special	State Agency
(print & non- ograms	Headstart, nursery schools, etc. Materials & programs				book deposit loans
informal pro- iet study perbacks; programs in terials	K-12	K-12 Correspondence college level courses	enrolled students other by regional/ state ILL programs	ILL only	supplementary book collectio K-12
on-print tech- daily living tion skills, onal needs	professional collection for staff	staff libraries	teaching & research materials for staff	needs of industry, e.g. research staff, needs of government officials, proprietary information, control of	professional collection for librarians and teachers
ted materials -it materials; erials same adults, , periodicals		Tie-in with public libraries to prepare for employment			
nguage easy in English als to span arrier	curriculum-oriented materials to meet their needs	foreign language materials; A-V materials to span language barrier; easy materials in Eng.			
t materials; als & equip. ery when ecialized		large-print materials A-V materials & equip. Specialized programs			
d materials & delivery en needed; pro- f unique items	specialized materials & equip. to meet curriculum needs	specialized materials & equipment; procurement of unique items; specialized programs	specialized materials and equipment; procurement of unique items		
llections e; film Reference	Curriculum materials	basic library programs & services	Support college level courses offered in institutions by supplying supplementary	legal research materials in Corrections; medical materials	book deposit loans

Library Services to Non-Users in General

The need for assistance in identifying non-users in their individual communities has been expressed by both librarians and trustees. The Bureau of Library Extension will develop a packet of materials which will be available to local librarians who want to conduct self-surveys. Through the use of questionnaires, interviews, etc. it should be possible for librarians to survey their communities, identify non-users and ascertain which non-users desire library service and the kinds of service they desire.

Section V

ACTION PROGRAMS

Development of Personnel

On-going program to strengthen the personnel resources of libraries in the Commonwealth. Mandated responsibilities for state agency, public libraries and school libraries with the concept of total library resources extending this responsibility at least in an advisory way to academic and special libraries.

The state agency needs to be strengthened through additional professional/specialist staff and support staff. Present staff should have position classifications and job descriptions upgraded where appropriate. All staff have obligations to update their knowledge and capabilities in their areas of specialization.

Fiscal '73

Identify areas requiring specialists at the state agency or system level with priorities assigned for creation of positions.

Appoint at least one additional professional at the state agency to meet priorities.

Require each regional public library system to identify needs for continuing education programs within its respective region and make recommendations to the state agency.

Design a continuing education program with assistance of library educators, public librarians, and specialists in fields such as automation, planning, etc. Total library resources concept, if accepted, will broaden base of operation and require programs for personnel to include all types of libraries.

Continue workshop activities sponsored by the state agency, regional public library systems, and/or other agencies until coordinated continuing education program is designed.

Revise and expand existing personnel standards for regional public library systems and prepare recommendations for action by Board of Library Commissioners.

Promote Guide to Employment of Personnel in Massachusetts public libraries as developed by Certification Committee and adopted by Board of Library Commissioners.

Fiscal '74

Fund two positions and appoint at state level specialists identified as priority positions in Fiscal '73.

Implement the continuing education program providing built-in evaluation instruments to be completed by all participants each time an activity is conducted. Particular aspects of the program to be modified, expanded or deleted as a result of self-evaluation and critiques prepared by experts in specific areas.

Review present permissive certification law as to feasibility of introducing mandatory legislation.

Inventory existing personnel in all types of libraries and determine strengths and needs for additional personnel or specialists. Use LIB/GIS data instrument as base for collecting material.

Appoint a committee to develop position paper on the recruitment of personnel with the qualifications needed by libraries at the present and in the future. Special consideration to be given to the recruitment of individuals representing minority groups and personnel to be trained to work with minority groups.

Fiscal '75

Implement recommendations relative to present certification law.

Evaluate effectiveness of personnel standards in improving quality of service from system headquarters libraries. Headquarters library staff, staff of member libraries and state agency staff to participate in on-going evaluation.

Evaluation instruments developed for system headquarters libraries to be modified for use in regional and local libraries.

Develop program for recruiting personnel based on committee findings.

Fiscal '76

Evaluate effectiveness of personnel standards in improving quality of service from regional libraries.

Implement program for recruiting personnel and to support continuing education programs.

Fiscal '77

Evaluate effectiveness of personnel in improving quality of service from local public libraries.

Coordinate activities in a total personnel program within the total library resources concept.

Development of Personnel

1973	1974	1975	1976	1977
Identify needs	Inventory existing personnel			
	Prepare position paper on recruitment	Develop recruitment program	Implement recruitment program	
Strengthen state agency	Add two more specialists	Continuing evaluation of needs of state agency related to plan for total library resources concept.		
Continuing education needs Develop on-going program	Implement program			
Revise and expand present personnel standards for regional systems	Implement recommendations	Evaluate effectiveness of standards	Evaluate effect in regional libraries	Evaluate effect in local libraries
	Review certification law	Implement recommendations relative to certification law		
Total library resources concept				Coordinate activities within total library resources program.

Development of Resources

All libraries have a requirement for adequate and comprehensive collections of materials including books, films, recordings, cassettes, microforms, filmstrips, talking books and all other media and the equipment needed for full use of these materials. It is important to identify resources currently available by inventorying unique collections, special materials and delineating known lacks. Equally important is a definition of responsibility for resource development at state, system, regional and local level in order to provide a coordinated program.

Fiscal '73

Fund projects which use a multi-media approach for solving problems.

Develop a coordinated selection policy among contracting libraries in each regional system.

Develop system-wide policies for selection and collection of materials and equipment at local level.

Publish a list of special collections in Massachusetts libraries.

Fund regional union catalogs involving several types of libraries.
Establish guidelines so that all catalogs under development will be compatible.
Each region compiling a union catalog to establish a method for evaluating usefulness in the total program.

Fiscal '74

Develop a center for examination, testing and display of media and equipment to be available to all types of libraries.

Establish a basic list of materials and equipment needs for libraries serving given population groups.

Continue funding of appropriate projects.

Fiscal '75

Define responsibilities for resource (media & print) development at state, system, regional and local level through following:
Coordinated acquisitions program.
Statewide acquisition policy.
Identification of types of materials to be available in all types of libraries.

Fiscal '76

Develop appropriate bibliographical tools:
Statewide union list of serials
Book catalogs of individual collections at Library of Last Recourse
Catalogs of special materials, i.e., films, etc. for each system and regional cooperative groups.

Investigate feasibility of machine-based statewide union catalog.

Fiscal '77

Make provision for basic bibliographical tools in public libraries and other types of libraries involved in the statewide network.

Implement recommendations pertaining to statewide union catalog.

Investigate feasibility of new communications media and techniques and implement where applicable to the transfer of information and resources.

On-going evaluation of existing services and collections.

Development of Resources

1973	1974	1975	1976	1977
Fund projects using multi-media approach	Center for examinations, testing and display of media and equipment			
Develop system-wide policies for materials and equipment Regional Local	Establish basic lists of materials and equipment for libraries	Define responsibilities at state, system, regional and local level. Coordinated acquisitions Statewide acquisition policy Identification of resources by types of libraries		Provide bibliographical resources in libraries
Publish list special collections				
Fund regional union catalogs involving several types of libraries			Bibliographical tools - develop Regional union catalogs Feasibility of statewide machine based union catalog	Implement recommendations

On-going evaluation of activities →

Development of Access and Referral Systems

No one library is in a position to provide through its own resources and services all the books, media and information needed to meet user demands. Only through a coordinated program which provides adequate bibliographical and physical access to the state's research and informational resources will user needs be met.

Fiscal '73

1. Improve delivery systems in Regional Public Library Systems by implementing a delivery system in the Central Region and expanding present systems in Western and Eastern Regions.

2. Develop plans to increase hours of service in schools and institutions. Develop standards for hours of service for Regional Systems contracting libraries.

3. Further develop communications network by improving teletype network now operating among the 13 libraries contracting to provide regional services. Encourage all public libraries to have telephones with listed number.

4. Develop plans and guidelines to provide on-site access and borrowing privileges to be available in all libraries to residents of the state when appropriate.

Fiscal '74

1. Expand delivery systems to include state institutions, academic and special libraries.

2. Review hours of service listed in public library minimum standards for possible expansion. Implement standards for hours of service for Regional Systems contracting libraries. Increase hours of service in schools and institutions where possible.

3. Evaluate teletype network; modify where necessary; investigate other communications networks.

4. Phase in reciprocal borrowing arrangements among public libraries.

Fiscal '75

1. Evaluate delivery systems; investigate alternate ways for providing statewide delivery service.

2. Expand hours of service in public libraries; develop standards for state institutions.

3. Develop long-range comprehensive communications program with available technology.

4. Continue phasing-in of reciprocal borrowing arrangements among public libraries.

Fiscal '76

1. Implement changes or expand to statewide delivery system.

2. Sample user reaction to adequacy of current hours of service and develop alternative modes of service, i.e., after hours telephone service, etc.

3. Implement communications program applying new technology where appropriate.

4. Phase-in on-site access to school and academic libraries.

Fiscal '77

1. On-going delivery system to continue.

2. Implement findings of user survey regarding hours of service.

3. Evaluate and further develop communications program.

4. Complete phasing-in of reciprocal borrowing arrangements among public libraries. Continue phasing-in on-site access to school and academic libraries.

Development of Access and Referral Systems

	Delivery Systems	Hours of Service	Communications Network	Access
1973	Implement in Central Region, Expand in Western and Eastern Regions	Plan to increase hours of service in schools and institutions. Standards for regional public library systems	Improve teletype network. All public libraries to have telephone with listed number.	Develop plans and guidelines for on-site access & reciprocal borrowing privileges.
1974	Expand to include state institutions, academic and special libraries	Review minimum standards for public libraries. Implement standards for regional public library systems. Increase in schools and institutions	Evaluate teletype network. Investigate alternate networks.	Phase-in reciprocal borrowing in public libraries.
1975	Evaluate delivery systems. Investigate alternatives for statewide delivery service	Increase hours in public libraries. Develop standards for state institutions.	Develop long-range comprehensive communications program.	Continue phase-in in public libraries.
1976	Implement changes or expand to statewide delivery system.	Sample user reaction on hours of service.	Implement long-range communications program (1st phase).	Phase-in on-site access in school & academic libraries.
1977	On-going delivery system.	Based on findings from user sample, implement changes.	Evaluate program and continue implementation of long-range program.	Complete phase-in in public libraries; continue in school and academic libraries.

Public Relations and Information Program

Libraries of all types need a public relations and information program to inform patrons and potential patrons of the resources, services, and programs available. In order to be most effective, the various public relations programs should be coordinated into an overall state-wide program.

Fiscal '73

1. Continue newsletters currently issued by state agency, regional systems and some consortia; publish newsletter for state institutions.
2. Public relations committee to investigate applications of TV, radio, etc., implement where possible.
3. Encourage regional systems to include public relations appropriations in budget.
4. Sponsor or promote publication of appropriate brochures, posters, leaflets, etc.

Fiscal '74

1. Continue to implement appropriate activities re application of TV, radio, etc.
2. Evaluate effectiveness of public relations program, modify where necessary.
3. Continue publication of appropriate printed materials.

Fiscal '75

1. Enlarge public relations committee to include representatives of all types of libraries,
2. Implement on-going program.

Fiscal '76

1. Reevaluate, modify and expand public relations program through cooperation and sharing of information among various types of libraries.

Fiscal '77

1. Coordinated public relations program among all types of libraries with interchange of ideas, services and people.

Public Relations and Information Program

1973	1974	1975	1976	1977
Continue on-going newsletters; publish newsletter for state institutions	Evaluate effectiveness of program.	Enlarge public relations committee to include representatives of all types of libraries	Reevaluate, modify and expand program	Coordinated program among all types of libraries
encourage regional systems to include public relations appropriations in budget	Continue publication of appropriate materials	Implement on-going program		
public relations committee to develop program; begin to implement	Implement program of public relations committee			
publish appropriate brochures, etc.				

Construction Program

Objectives in the administering of the public library construction are as follows:

1. To develop adequate physical facilities to attain, across the State, a fair, standardized level of public library service.

2. To develop adequate physical facilities for libraries of all sizes in urban and rural areas, emphasizing the need to improve facilities especially in areas where there are groups of disadvantaged culturally deprived citizens not now served adequately by a public library.

3. To develop strong regional public library systems and the centers related thereto.

4. To develop appropriate physical facilities in order to meet the continuing education needs of every individual municipality and those of regional system centers.

5. To provide stationery library outlets in those culturally disadvantaged municipal areas presently unserved.

6. To coordinate the development of modern library facilities with the development of strong library services programs.

Within each fiscal year it shall be the policy to identify and fund in compliance with the priorities listed below those programs which are in preliminary planning stages:

PRIORITY I

Physical facilities in local municipal library systems which serve as headquarters libraries, regional or sub-regional centers in the three State aided regional public library systems.

PRIORITY II

Physical facilities for central library buildings in those municipalities which are participating in both the direct State-aid grant program and the regional public library systems programs. Within this objective special consideration will be given those libraries which are large enough to have substantial book collections, a trained staff and a budget sufficient to extend free reader and reference services beyond its local taxing limits.

PRIORITY III

Physical facilities for communities where public library services have been temporarily interrupted due to circumstances beyond the municipality's control.

PRIORITY IV

Physical facilities for Branch programs with a local public library system serving a population of 50,000 or more. Within this priority

preference will be given branch construction in areas of underpriveleged, economically and culturally deprived neighborhoods in large urban and/or model cities areas.

Within each of these priorities special consideration will be given projects in areas with large economically and/or culturally deprived populations.

Program will be evaluated in line with the following standards:

1. Minimum Standards for Public Library Systems 1966 Chicago: American Library Association, 1967.

2. _____ Cost Supplement, latest edition.

3. Interim Standards for Small Public Libraries: Guidelines Toward Achieving the Goals of Public Library Service Chicago: ALA, Public Library Association, 1962.

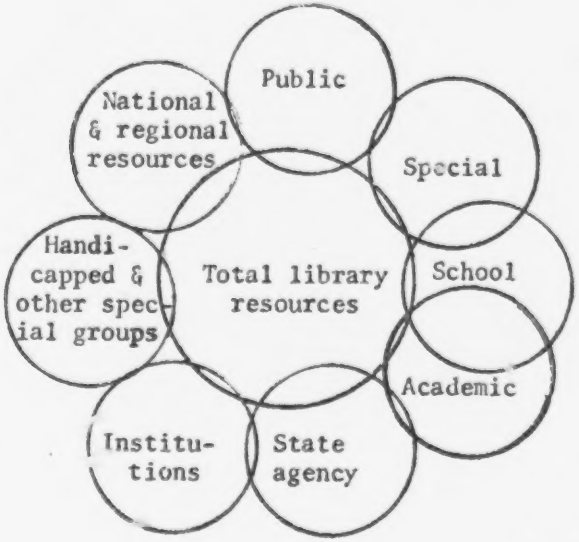
4. Wheeler, Joseph L. Small Library Building. Small Libraries Project Pamphlet No. 13 Chicago: ALA, Public Library Association, 1962.

5. Areas Trends in Employment and Unemployment. Washington, D.C.: U. S. Department of Labor, Manpower Administration, May, 1971.

Funding: Aim to seek adequate funding to encourage the development and and funding of approximately five to ten projects each year. Funding to be accomplished with the use of both State and Federal monies commencing in fiscal year 1974.

25% Federal funding
25% State funding
50% Local funding

Prior to 1974 only local and Federal monies will be available to fund projects.

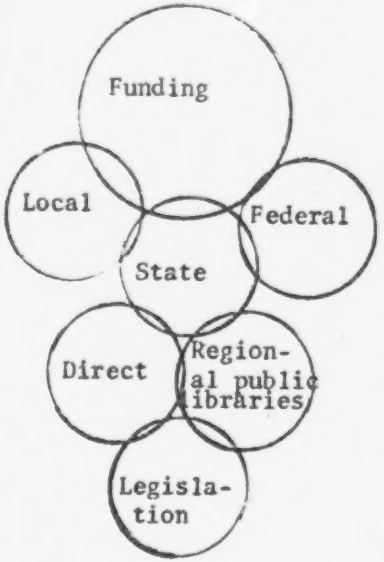


Action Programs

special resources, equipment, facilities and materials

Personnel: Specialists, continuing education, standards

Access: Bibliographical and physical



Public Relations and Information Program

Communication and delivery networks

FUTURE DIRECTIONS

This long-range program has high-lighted needs of library users which are not being met adequately by services currently available. To more adequately develop services and inaugurate new programs, additional funding is necessary. Most of this additional funding will need to be sought at the state and federal levels. Recognizing this need, the Board of Library Commissioners is planning to draft and file for consideration by the General Court legislation which will expand the concept of state aid to libraries and will request that additional state aid funds be appropriated annually for the following purposes:

1. School Library Service To provide a program of direct state aid grants to municipalities for the establishment and/or further development of school libraries or instructional media centers.

2. State and County Institutional Library Service To encourage the establishment and/or improvement of library service in state and county institutions, provide consultative service and in-service training, and develop a centralized loan collection available as a supplement to the collections within the various institutions.

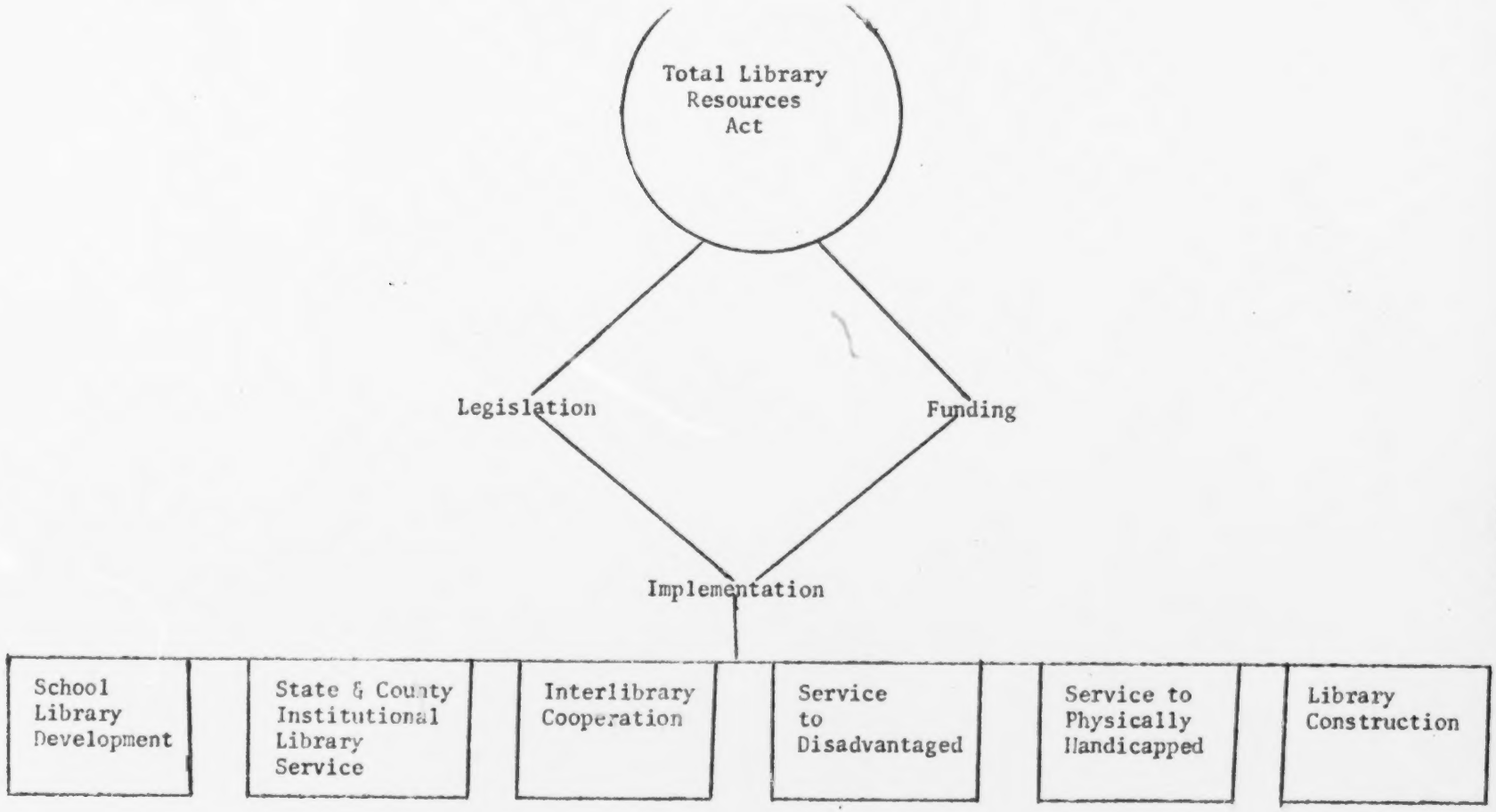
3. Interlibrary Cooperation To plan, coordinate, and assist by grants the cooperation and interaction of all types of libraries - public, school, academic and special. To provide pilot demonstrations and to coordinate resource-building activities leading to total bibliographic access of materials.

4. Service to the Disadvantaged To supplement efforts of local, regional, and special libraries in serving pockets of disadvantaged and culturally deprived by consultative service, technical assistance and special purpose grants.

5. Service to the Physically-handicapped To supplement efforts of local, regional and special libraries in serving the physically-handicapped by consultative service, technical assistance and special purpose grants.

6. Library Construction To encourage and assist local municipalities in the construction of new buildings or the expansion or alteration of existing buildings. Any appropriation made for this purpose to be held in a revolving or carry-over fund.

7. Research and Development To provide funds in order to conduct the necessary research, development and evaluation of new technology as it applies to libraries e.g. cable tv, computer applications, etc.


Total Library Resources Act
Legislation
Funding
Implementation
School Library Development
State & County Institutional Library Service
Interlibrary Cooperation
Service to Disadvantaged
Service to Physically Handicapped
Library Construction